

DEPARTMENT NAME	Nashville Career Advancement Center
DEPARTMENT MISSION	The mission of the Nashville Career Advancement Center is to provide job readiness, career resource and employment connection products to individuals, employers and organizations so they can make a broader contribution to the economic well being of the community.

STRATEGIC GOALS

- Goal One** By the year 2011, individuals actively seeking work at NCAC will have their employment needs met as evidenced by:
- % employment within six months after exiting from the program.
- Goal Two** By the year 2011, job seekers at NCAC will experience higher wages and long-term employability as evidenced by:
- % retention rate reported after one year of going to work.
- Goal Three** By the year 2008, NCAC youth customers will experience an increase in a linkage to jobs as evidenced by:
- % of youth being placed in employment or education

LINES OF BUSINESS	
Line of Business One – Purpose Statement	The purpose of the Employment Resources Career Center line of business is to provide information, skill enhancement and employment connection products to Middle Tennessee Job Seekers and Employers so they can achieve their employment goals
LOB One – Key Results	<p>The percentage of Middle Tennessee job seekers receiving skill enhancement products who acquire a job and stay in the workforce for at least six months</p> <p>The percentage of employers who respond that their hiring needs were met.</p>

PROGRAM**Line of Business One
Purpose Statement**

The purpose of the Employment Resources Career Center line of business is to provide information, skill enhancement and employment connection products to Middle Tennessee Job Seekers and Employers so they can achieve their employment goals.

Program Name**Job Seeker Program****Program Purpose Statement**

The Purpose of the Job Seeker Program is to provide Skill Enhancement and Employment products to Middle Tennessee Job Seekers so they can Acquire and Retain Employment.

**Family of Measures: Result
Measure(s)**

Percentage of Middle Tennessee job seekers receiving skill enhancement products who acquire a job and stay in the workforce for at least six months

**Family of Measures: Output
Measure(s)**

Number of employment/career planning sessions provided

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

**Family of Measures: Demand
Measure(s)**

Number of employment/career planning sessions demanded.

Please list measures, if any, for this program that might be determined via a public survey.

Strategic Business Plan

Products

- Computer Assistance Training Sessions
- Career/Employment Planning Sessions (key)
- OJT Sessions
- Pre-Vocational Skills/Upgrade Sessions
- Customized Skills Training Sessions
- Training Vouchers
- Public Housing Sessions
- Support Services Referrals
- Social Services Referrals
- Job Fairs
- Job Listings
- Vendor/Employer Site Visits
- Job Applications
- Job Development Sessions
- Job Lead Connection Consultations
- Employment Connections
- Employer Speaker Presentations
- Resource Center Sessions
- Computer Job Search Sessions
- Employment Lead Info Sharing Sessions
- Job Quest Sessions
- Employer Workshops
- On-line Labor Market Information Sessions
- On-line Job Connection Sessions
- Employer Training Consultations
- Job Search Consultations
- Job Candidate Referrals
- Employer Resume Review Sessions
- Employer Staffing Consultations
- Rapid Response Mini-Job Fairs
- Employer Meeting Space Rental Sessions
- Copy Making Services
- Employer Satisfaction Surveys
- Job Seeker Job Application Consultations
- OMCC Newsletters
- Community Outreach and Recruitment Materials
- Media Relations Sessions
- Media Crisis Responses
- Media Planning Sessions
- Media Interview Sessions
- Media Consultation Sessions

- Public Housing Outreach Sessions
- Job Seeker Orientation Sessions
- Rapid Response Orientation Sessions
- Outreach and Recruiting Materials
- Community/Provider Resource Center Education Sessions
- Community Fair Sessions
- Best Practices Presentations
- Research Request Interview Sessions
- C.C. Telephone Responses
- Front Desk Customer Impressions
- Youth Symposium
- WIB Award Banquets
- Web Sites
- Youth Access Database
- Language Interpretation Sessions
- Equal Access Sessions
- Computer Accommodation Session
- Home Buyers Club Meeting Sessions
- GED/ESL Referrals
- Training Related Clothing and Tool Vouchers
- Employment Related Clothing & Tool Vouchers
- Child Care Vouchers
- Transportation Vouchers